



Hazard Community & Technical College

OFFICE OF INSTITUTIONAL RESEARCH

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**HCTC BUSINESS SERVICES EMPLOYEE SATISFACTION
SURVEY RESULTS SUMMARY – SPRING 2011**

March 25, 2011

HCTC BUSINESS SERVICES EMPLOYEE SATISFACTION SURVEY RESULTS SUMMARY – SPRING 2011

HCTC employees were asked to express their satisfaction with Business Services, which includes the Business Office, Maintenance and Operations, Campus Safety and Security, Food Service, and Bookstore. Three questions were demographic in nature: primary campus location, job title (or classification), and length of employment. Employees were asked for their satisfaction level regarding each area of Business Services (3-4 questions each). Additional comments related to improving each area was also requested. The survey was sent to employees on March 18 and was closed on March 25, 2011.

A total of 63 HCTC employees responded to the survey out of 263 college employees for a 24% response rate. Please see the attached Survey Results report for the demographic question totals. The attached Excel file contains the raw data which includes employee comments. The following is a summary of the responses to the questions and concerns relative to improvement. The final page of this document provides the codebook for the raw data.

SUMMARY

The majority of the respondents were from the Hazard Campus (60%), were professional staff (32%), and have been employed at HCTC for more than 10 years (59%). Relative to improvement, the Business Office received 16 comments, Maintenance and Operations received 15 comments, Campus Safety and Security received 13 comments, Food Service received 17 comments, and the Bookstore received 9 comments. All areas of Business Services received high levels of satisfaction scoring 92 percent or higher on all questions for respondents who offered their opinion.

Concerns Relative to Improvement

Of the employees who responded to the survey, there were concerns about...

- campus safety and security
- general upkeep of campuses
- expensive food prices
- not enough healthy food choices
- high price of books

HCTC EMPLOYEE SATISFACTION WITH TECHNOLOGY SOLUTIONS SURVEY – SPRING 2011
SUMMARY TABLE

| <u>Survey Item-Business Services</u> | SATISFIED | | DISSATISFIED | | OFFERED OPINION | | NO OPINION | |
|--|-----------|---------|--------------|---------|-----------------|-------------------|------------|---------|
| | Number | Percent | Number | Percent | Number | Percent Satisfied | Number | Percent |
| 4. When I have requested support from the Business Office, I have been provided the assistance that I needed in a timely manner. | 62 | 98.5 | 0 | 0.0 | 62 | 100.0 | 1 | 1.5 |
| 5. When I have requested Business Office services, I have found the personnel to be friendly and supportive. | 61 | 96.8 | 0 | 0.0 | 61 | 100.0 | 2 | 3.2 |
| 6. I have found the Business Office to be proactive in providing information on policies and procedures, through email and/or workshops, concerning business procedures that support the learning college concept. | 59 | 93.6 | 2 | 3.2 | 61 | 96.7 | 2 | 3.2 |

| <u>Survey Item-Maintenance & Operations</u> | SATISFIED | | DISSATISFIED | | OFFERED OPINION | | NO OPINION | |
|--|-----------|---------|--------------|---------|-----------------|-------------------|------------|---------|
| | Number | Percent | Number | Percent | Number | Percent Satisfied | Number | Percent |
| 8. When I have requested support from Maintenance & Operations, I have been provided the assistance that I needed in a timely manner. | 59 | 93.6 | 3 | 4.8 | 62 | 95.1 | 1 | 1.6 |
| 9. When I have had a request for Maintenance & Operations, I have found the personnel to be friendly and supportive. | 57 | 90.5 | 2 | 3.2 | 59 | 96.6 | 4 | 6.3 |
| 10. I have found Maintenance & Operations to be proactive in providing information on policies and procedures, through email and/or workshops, concerning business procedures that support the learning college concept. | 48 | 76.2 | 3 | 4.8 | 51 | 94.1 | 12 | 19.1 |

Legend:

Satisfied = combined total and percentage for Strongly Agree and Agree

Dissatisfied = combined total and percentage for Disagree and Strongly Disagree

HCTC EMPLOYEE SATISFACTION WITH TECHNOLOGY SOLUTIONS SURVEY – SPRING 2011
SUMMARY TABLE (continued)

| Survey Item- <u>Campus Safety & Security</u> | SATISFIED | | DISSATISFIED | | OFFERED OPINION | | NO OPINION | |
|---|-----------|---------|--------------|---------|-----------------|-------------------|------------|---------|
| | Number | Percent | Number | Percent | Number | Percent Satisfied | Number | Percent |
| 12. I consider my campus to be an attractive, well-maintained campus. | 62 | 98.4 | 0 | 0.0 | 62 | 100.0 | 1 | 1.6 |
| 13. When considering the safety issues related to fire, tripping hazards, electrical hazards, etc., I consider my campus to be a safe place. | 57 | 90.5 | 2 | 3.2 | 59 | 96.6 | 4 | 6.3 |
| 14. When considering personal threats to my person or property from other employees, students, or non-college personnel, I consider my campus to be a secure work environment and supportive of the learning college concept. | 54 | 85.7 | 4 | 6.3 | 58 | 93.1 | 5 | 7.9 |

| Survey Item- <u>Food Service</u> | SATISFIED | | DISSATISFIED | | OFFERED OPINION | | NO OPINION | |
|---|-----------|---------|--------------|---------|-----------------|-------------------|------------|---------|
| | Number | Percent | Number | Percent | Number | Percent Satisfied | Number | Percent |
| 16. When visiting the Food Service on my campus, I found the food to be attractive and well prepared and reasonably priced. | 48 | 76.2 | 4 | 6.3 | 52 | 92.3 | 11 | 17.5 |
| 17. I have found the Food Service personnel to be friendly and helpful. | 51 | 81.0 | 0 | 0.0 | 51 | 100.0 | 12 | 19.1 |
| 18. I have found the Food Service area to be clean and orderly. | 50 | 79.4 | 0 | 0.0 | 51 | 100.0 | 13 | 20.7 |
| 19. I have found the food to be served in a sanitary and efficient manner. | 50 | 79.4 | 0 | 0.0 | 51 | 100.0 | 13 | 20.7 |

Legend:

Satisfied = combined total and percentage for Strongly Agree and Agree

Dissatisfied = combined total and percentage for Disagree and Strongly Disagree

HCTC EMPLOYEE SATISFACTION WITH TECHNOLOGY SOLUTIONS SURVEY – SPRING 2011
SUMMARY TABLE (continued)

| Survey Item- <u>Bookstore</u> | SATISFIED | | DISSATISFIED | | OFFERED OPINION | | NO OPINION | |
|---|-----------|---------|--------------|---------|-----------------|-------------------|------------|---------|
| | Number | Percent | Number | Percent | Number | Percent Satisfied | Number | Percent |
| 21. When visiting the Bookstore, I was able to find the books/supplies that I needed. | 46 | 77.8 | 0 | 0.0 | 46 | 100.0 | 14 | 22.2 |
| 22. I have found the Bookstore personnel to be friendly and helpful and supportive of the learning college concept. | 51 | 78.0 | 0 | 0.0 | 51 | 100.0 | 12 | 19.0 |
| 23. I have found the Bookstore area to be clean and attractive. | 53 | 84.1 | 1 | 1.6 | 54 | 98.1 | 9 | 14.3 |

Legend:

Satisfied = combined total and percentage for Strongly Agree and Agree

Dissatisfied = combined total and percentage for Disagree and Strongly Disagree

CODEBOOK FOR RAW DATA

Primary Campus Location: Hazard = 1; Technical = 2; Lees = 3; Knott = 4; Leslie = 5; District-wide = 6

Job Title: Administrator= 1; Professional Staff = 2; Faculty = 3; Support Staff = 4

Length of HCTC Employment: less than 2 years = 1; 2-5 years = 2; 6-10 years = 3; more than 10 years = 4

Agreement Level: Strongly Agree = 1; Agree = 2; Disagree = 3; Strongly Disagree= 4; No Opinion = 5